Forum™ 3000
Analogue Telephone
User Guide

Contents

1 Introduction 4

Make a call

2 Make an External Call on any Available Trunk line..... 4
3 Make an External Call on a Specific Trunk Line 4
4 Make an Internal Call 4
5 Redial 4
6 Call a User Group 5
7 Dial Phone Book Entries..... 5

Handle a call

8 Call Hold..... 6
9 Call Transfer 6
10 Explicit Call transfer 6
11 2nd Incoming Call 7
12 Paging Calls 7
13 Call Pick-Up 8
14 Pick-Off..... 8
15 Call Parking 8
16 Conference 9
17 To Intrude on a Busy User 9
18 Door Opening Code 9

Divert Calls

19 Divert All Calls 10
20 Divert All Calls to Voice Mail 10
21 Divert All Calls to an External Number 10
22 Clear Divert All Calls 10
23 Divert On No Answer.....10
24 Divert On No Answer to Voice Mail.....10
25 Divert On No Answer to an External Number..... 11
26 Divert to a User on No Answer after S seconds..... 11
27 Clear Divert On No Answer..... 11
28 Divert On Busy to User 11
29 Divert On Busy to Voice Mail 11
30 Clear Divert On Busy..... 11

Programming Options

31 Do Not Disturb 12
32 Clear Do Not Disturb 12
33 Programme an Entry in your Personal Address Book 12
34 Clear an entry in your Personal Address Book 12
35 Manual Day / Night Switch 12
36 Hide your number on all outgoing calls 13
37 Show your number on outgoing calls 13
38 Select external line and hide your number for one call only 13
39 Select external line and show your number for one call only 13
40 Programme User PIN Code 13
41 Clear User PIN Code 13
42 Change PIN Code 14
43 Activate Roaming PIN 14
44 Deactivate Roaming PIN 14

Voicemail 15

45 Listen to your Voicemail 15
46 Remote Access to Voicemail 15
47 Consult a group voicemail 15

Miscellaneous

48 Dialling Code Table 16
50 Tones in the Forum™ 3000 18

1 Introduction

This guide explains how to use many of the advanced features of the Forum™ 3000 with a simple analogue telephone by dialling codes to select the features. This information can also be found in the short paper version of this guide supplied with the system. A complete set of user guides for the Forum™ 3000 can be found on the belgacom website www.belgacom.be.

Make a call

2 Make an External Call on any Available Trunk line

- Lift handset
- You will hear Internal dial tone
- Dial digit **0**
- You will hear External dial tone
- Dial external number

3 Make an External Call on a Specific Trunk Line

- Lift handset
- You will hear Internal dial tone
- Press ***9** followed by the trunk line number (typically **1** – **5**)
- Dial external number

4 Make an Internal Call

- Lift handset
- You will hear Internal dial tone
- Dial User Number

5 Redial

To redial the last external number dialled from the analogue phone

- Lift handset
- You will hear Internal dial tone
- Press * **5**

6 Call a User Group

- Lift handset
- You will hear Internal dial tone
- Dial group number (**80 – 88 or 9 for operator group**)

7 Dial Phone Book Entries

From the Common Address Book -

- Lift handset
- You will hear Internal dial tone
- Press * key followed by speed number code (**4000 – 4199**)

From the Personal Address Book -

- Lift handset
- You will hear internal dial tone
- Press * key followed by speed number code (**800 – 849**)

The Personal Address Book entries are only available to the User that programmed them.

Handle a call

8 Call Hold

To place a call on hold -

- While on a call
- Press **R** (**Recall**) key
- You will hear internal dial tone

You can then make a second call.
You can also place this call on hold by pressing **R.**

Note: You may place several calls on hold in this way. Pressing the **R** key will place the active call on hold and the user will hear dial tone. Pressing the R key again will connect to the longest held call.

9 Call Transfer

Unannounced Transfer -

- While on a call
- Press **R** (**Recall**) key to put call on hold
- You will hear Internal dial tone
- Dial the user number
- When you hear ringing tone replace handset

Announced Transfer -

- While on a call
- Press **R** (**Recall**) key to put call on hold
- You will hear Internal dial tone
- Dial the User
- When the User answers, announce the call
- Replace handset

10 Explicit Call transfer

This is a method of transferring an external caller to another external caller.

Place both calls on hold as described above and

- Press *__72__

The two calls will be connected.

11 2nd Incoming Call

If a second call arrives while you are already on a call you will hear an alerting tone

- Press the **R** key to place the first call on hold and answer the second call
- You can switch between calls by pressing the **R** key twice.

12 Paging Calls

A Paging call is used to find a person by broadcasting a spoken message on the loudspeakers of the Forum™ iPhones on the system.

A universal paging call will broadcast the caller's speech on every Forum™ iPhone on the system.

To make a universal paging call -

- Lift handset
- You will hear internal dial tone
- Press ***77***
- Say the name of the person you wish to page

Your message will be heard over the loudspeakers of all the Forum™ iPhones on the system.

To answer a universal paging call -

- Lift handset
- You will hear Internal dial tone
- Press ***76***
- You will be connected to the paging caller.

Alternatively, a directed page will broadcast your paging call on the loudspeaker of a single Forum™ iPhone or a group of Forum™ iPhones:

- Lift handset
- You will hear internal dial tone
- Dial *77 followed by the number of the Forum™ iPhone which will broadcast the page or the number of the group.
- Say the name of the person you wish to page.

Your message will be broadcast over the loudspeaker of the paging Forum™ iPhone.

To answer a directed page

- Lift handset
- You will hear internal dial tone
- Press ***76** followed by the number of the user who is paging.

13 Call Pick-Up

To pick up a call ringing another User -

- Lift handset
- You will hear internal dial tone
- Press * **71** followed by the number of the ringing phone
- Call connected

To pick up a call ringing on an external line -

- Lift handset
- You will hear internal dial tone
- Press ***710**
- Call connected

14 Pick-Off

To pick up a call already answered by another User (for example, an answering machine or fax) -

- Lift handset
- You will hear internal dial tone
- Press ***71** followed by the number of the user which has answered the call.
- Call connected

15 Call Parking

To park a call -

- Place the current call on hold by dialling **R**
- You will hear internal dial tone
- Press ***74**
- You will hear success tone
- Replace handset

To retrieve a parked call -

- Lift handset
- You will hear internal dial tone
- Press ***75** followed by the number of the user who parked the call

To Unpark a call on a trunk line -

- Lift handset
- You will hear internal dial tone
- Press ***9** * followed by the trunk line number (typically 1-5)

16 Conference

A conference call is a three party call between either -

1 internal User + 2 external lines
2 internal Users + 1 external line
3 internal Users

Place first two calls on hold by pressing **R** when on a call and proceed as follows -

- You will hear internal dial tone
- Press ***73**

17 To Intrude on a Busy User

- Lift handset
- Dial User number
- If the user is busy you will hear busy tone
- Dial **79**

18 Door Opening Code

When the doorphone rings, to open the door -

- Lift handset
- Speak to the person at the doorphone
- Replace handset
- Lift handset again
- You will hear internal dial tone
- Press ***78**

Divert Calls

19 Divert All Calls

- Lift handset
- You will hear internal dial code
- Press * **21*** followed by the User number to which calls are to be diverted
- Press # key

Note: In addition to diverting to another user, you may also divert to an entry from the common directory. For example ***21****4000#** will divert to common directory entry 4000. ***21****800#** will divert to personal directory entry 800. ****21****95XXXXXXX#** will divert to external number XXXXXXX using trunk line *95. *21*700# will divert to Auto-Attendant announcement 700.

20 Divert All Calls to Voice Mail

- Lift handset
- You will hear internal dial tone
- Press ***21****99#**

21 Divert All Calls to an External Number

- Lift handset
- You will hear internal dial tone
- Press ***210***
- Enter external number
- Press # key

22 Clear Divert All Calls

- Lift handset
- You will hear internal dial tone
- Press **#21#**

23 Divert On No Answer

- Lift handset
- You will hear internal dial tone
- Press ***61***
- Dial User number to which the calls are to be diverted
- Press # key

24 Divert On No Answer to Voice Mail

- Lift handset
- You will hear internal dial tone
- Press ***61****99#**

25 Divert On No Answer to an External Number

- Lift handset
- You will hear internal dial tone
- Press ***610***
- Enter external number
- Press **#** key

26 Divert to a User on No Answer after S seconds

- Lift handset
- You will hear internal dial tone
- Press ***67***
- Dial the User number
- Press * key
- Dial the number of seconds
- Press **#** key

27 Clear Divert On No Answer

- Lift handset
- You will hear internal dial tone
- Dial **#61#**

28 Divert On Busy to User

- Lift handset
- You will hear internal dial tone
- Press ***67 ***
- Dial User number to which calls are to be diverted
- Press **#** key

29 Divert On Busy to Voice Mail

- Lift handset
- You will hear internal dial tone
- Dial ***67****99#**

30 Clear Divert On Busy

- Lift handset
- You will hear internal dial tone

- Dial **#67#**

Programming Options

31 Do Not Disturb

- Lift handset
- You will hear internal dial tone
- Dial ***62#**

32 Clear Do Not Disturb

- Lift handset
- You will hear internal dial tone
- Press **#62#**

33 Programme an Entry in your Personal Address Book

- Lift handset
- You will hear internal dial tone
- Press **
- Dial entry code **(800 – 849)**
- Press *
- Dial external number (maximum of 20 digits)
- Press #

Note: The trunk line access digit is automatically inserted.

34 Clear an entry in your Personal Address Book

- Lift handset
- You will hear internal dial tone
- Press # key
- Dial entry code **(800 – 849)**
- Press # key

35 Manual Day / Night Switch

- Lift handset
- You will hear internal dial tone
- Press ***07***
- Enter code: **1** = day ringing **2** = night ringing etc
- Press **#** key

Note: You must have operator status on the Forum™ 3000 system in order to switch between day and night ringing modes.

36 Hide your number on all outgoing calls

- Lift handset
- You will hear internal dial tone
- Press *__30__#
- This hides your number on all subsequent calls

37 Show your number on outgoing calls

- Lift handset
- You will hear internal dial tone
- Press *__31__#
- This shows your number on all subsequent calls

38 Select external line and hide your number for one call only

- Lift handset
- You will hear internal dial tone
- Dial ***0*31#**
- Dial the external number

39 Select external line and show your number for one call only

- Lift handset
- You will hear internal dial tone
- Press *__0__*__30__#

40 Programme User PIN Code

Every user may have a PIN code which is used for remote access to voicemail box and for logging into User Programming from a PC. You can programme your PIN code as follows.

- Lift handset
- You will hear internal dial tone
- Dial *__70__**
- Enter User PIN
- Press * key
- Enter User PIN
- Press # key

Note**: User PIN = 4 digit PIN code**

41 Clear User PIN Code

- Lift handset
- You will hear internal dial tone
- Dial *__70__*
- Enter PIN
- Press # key

Note**: PIN = 4 digit PIN code**

42 Change PIN Code

- Lift handset
- You will hear internal dial tone
- Press ***70***
- Dial OLD PIN code
- Press *
- Dial NEW PIN code
- Press *
- Dial NEW PIN Code
- Press **#**

43 Activate Roaming PIN

Roaming PIN is a feature that allows a user to have his level of international dial access available from any extension on the system. For example, an extension located in the reception area would normally have no international dial access. However, a user with a roaming PIN profile and PIN code may activate his profile at this extension to make international calls. To do this he must activate his roaming PIN profile as follows

- Lift handset
- You will hear internal dial tone
- Press ***68**
- Enter your Roaming User ID (2-digit code available from your system administrator)
- Enter Roaming PIN
- Press # key

Note**:** Roaming **PIN = 4 digit** Roaming **PIN code**

Note: The users Roaming PIN profile and PIN code are available from the system administrator. Extensions must be authorised for roaming by the system administrator.

44 Deactivate Roaming PIN

- Lift handset
- You will hear internal dial tone
- Press **#68#**

Voicemail

45 Listen to your Voicemail

- Lift handset
- You will hear internal dial tone
- Press * **99**
- Follow the instructions

You can listen to your voicemail messages, change your welcome message or divert your incoming calls to voicemail

46 Remote Access to Voicemail

You can access your voicemail from a remote location to listen to your messages or to change your call diversions. Remote access to your voicemail requires a user PIN. You must first set up your PIN code as described in section 40 or ask your system administrator to set it up.

Call your Forum™ 3000 phone number from a remote location. When your voicemail greeting message is heard, dial # and follow the instructions. The system will ask you to input your PIN. On successful receipt of the PIN follow the instructions of the system.

Alternatively, your call may be answered by the Forum™ 3000 Automated Attendant. In this case, dial * followed by your extension number. The system will then ask for your PIN. Dial your PIN and follow the instructions.

47 Consult a group voicemail

If you are the leader of group 80, for example, dial #9980. You will hear the greeting message for group 80. During the message dial #PIN code to consult the group messages. This feature requires that the group voicemailbox be configured with a PIN code by the system administrator.

Miscellaneous

48 Dialling Code Table

FEATURES	CODES
To Call User	(User No.)
To Access any Trunk line	0
To Access a particular trunk line Group	*91 to *95
Last Number Redial	*5
Dial entries in Common Address Book	*4000 to *4199
Dial entries in Personal Address Book	*800 to *849
Park a Call	(Recall) *74
Retrieve Call Parked by a user	*75 (User No.)
Retrieve Call Parked on a Trunk line	*9* (Trunk line No.)
Retrieve Parked User	*9# (User No.)
Universal Pick-up	*710
Directed Pick-up	*71 (User No.)
Directed Pick-off	*71 (User No.)
Call Transfer Explicit (at dial tone with two calls on hold)	*72
Conference (at dial tone with two calls on hold)	*73
Directed Page	*77 (User No.)
Answering a Universal Page	*76*
Answer a Page from a User	*76 (User No.)
To call a User Group	80 – 89
Door Opening Code	*78
To access Voice Mail	*99
To access voicemail of group XX	#99XX and #PIN during message
Break-out of Voice Mail (while listening to V mail greeting)	* (User No.)
Remotely accessing your Voicemail (while listening to voice mail greeting.)	#User PIN
Transfer call to Mailbox (While ringing the User)	#99
Call-Back (at busy tone)	5
Intrude (at busy tone)	79

49 Programming Code Table

USER PROGRAMMING OPTIONS	CODES
Divert All Calls to a User	*21* (User No.) #
Divert All Calls to Voice Mail	*21* *99 #
Divert All Calls to an External number	*210* (Tel No.) #
Clear Divert All	#21#
Divert on No Answer to a User	*61* (User No.) #
Divert on No Answer to Voice Mail	*61* *99 #
Divert on No Answer to an External number	*610* (Tel No.) #
Divert on No Answer to a User after S seconds	*61* (User No.) *S #
Divert on No Answer to Voice Mail after S seconds	*61* *99 *S #
Divert on No Answer to an External number after S seconds	*61* (Tel No.) *S #
Clear Divert on No Answer	#61#
Divert on Busy to a user	*67* (User No.) #
Divert on Busy to Voice Mail	*67* *99 #
Clear Divert on Busy	#67#
Do Not Disturb	*62#
Clear Do Not Disturb	#62#
Program entries in Your Personal Address Book	**8 (Index Code 00-49) * (Tel No.) #
Manual Day/Night Switch	*07* (Ringing Mode 1-5) #
Change User PIN code	*70* PIN * NEWPIN * NEWPIN #
Clear User PIN code	*70* PIN #
Program User PIN Code (if you have no User PIN code)	*70** NEWPIN * NEWPIN #
Activate Roaming PIN	*68 (Roaming Account) (Roaming PIN) #
Deactivate Roaming PIN	#68#
Hide your number for all calls	*30#
Select external line and hide your number for this call only	*0 *30#
Show your number for all calls	*31#
Select external line and show your number for this call only	*0 *31#

50 Tones in the Forum™ 3000

Dial Tone	You hear dial tone when you lift the receiver or when you select an outside line.
Busy Tone	You receive busy tone when the number dialled is busy.
Ring back Tone	You hear ringing tone when the number you have dialled is ringing.
Programming Success Tone	You will hear success tone when a programming change has been accepted.
Programming unsuccessful Tone	You will hear unsuccessful tone when a programming change has NOT been accepted.
Alerting Tone	You will hear this tone if a second call arrives while you are on an existing call or if another internal user intrudes on your call.
Special Dial Tone when Diverted	If your phone is diverted you will hear a special dial tone when you lift the receiver.
Special Dial Tone for Voicemail	If you have received voicemail messages, you will hear a special dial tone when you lift the receiver.
Callback ringing	If you have activated the callback service, you will receive a special ring tone when the system calls you back.

User instructions

All the user instructions for our Forum™ telephone exchanges are available on the Internet site at: www.belgacom.be/pabx.

Diagnosing the problem

In the event of a technical failure or problem, we request that you systematically carry out the following tests before contacting our technical support service.
To facilitate the diagnosis, please inform the helpdesk operator (1) of these test results.
Our helpdesk can solve certain problems remotely. This will avoid a technician's visit and reduce repair time considerably.

Problem with a telephone connected to your exchange

1. Reset the telephone by unplugging it and plugging it back in again.
2. Check the connections, cables and the various plugs. Try it out with the cables from another telephone that is working properly.
3. Test the defective telephone in another socket into which a functioning telephone is plugged.

Problem with a cordless DECT telephone

1. Remove and then reinsert the batteries.
2. Ensure that the charger is properly connected.
3. Test the DECT telephone near each of the antennas.

General external or internal communication problem

1. Check that the installation is always powered by 230V.
2. Reset the PABX:
   Switch off the 230V power supply for a few seconds.
   Disconnect the Forum™ UPS backup power supply.
   Plug it back in and wait a few minutes for the system to start up again
   NB: You will not be able to use the system during this period
   (for up to 30 minutes).

If the problem persists, contact our technical support service.

(1)Contact our technical support service

If the problem persists after these few tests:
Consult our Internet site www.belgacom.be or contact our technical support 24/24 at the following numbers:

- for SMEs and residential customers: 0800/55700
- for large companies 0800/55100

Change your configuration

To change your installation, add equipment or adapt the programming on your Forum™, contact our Customer Service Department at the following numbers:

- for SMEs and residential customers: 0800/55800
- for large companies 0800/55200.